

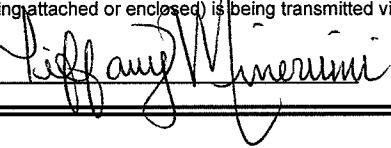
**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Paul Harold Donnelly, III et al.  
Serial No.: 10/701,821  
Confirmation No.: 7328  
Filed: November 5, 2003  
For: EXTENSIBLE AND DYNAMICALLY-CONFIGURABLE  
PROBLEM-REPORTING CLIENT  
Examiner: P. Kim  
Art Unit: 2169

**Certificate of Electronic Filing Under 37 CFR 1.8**

I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4).

Dated: 1-14-10

Signature: 

**AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**INTRODUCTORY COMMENTS**

In response to the Office Action dated January 28, 2010, please amend the above-identified U.S. patent application as follows:

**Amendments to the Claims** are reflected in the listing beginning on page 2 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.